



## CORONAVIRUS (COVID-19) PANDEMIC

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March 30, 2020

Dear Client,

As concerns about the impact of the coronavirus (COVID-19) pandemic continue to escalate throughout the United States and around the world, we wanted to take a few minutes to share the steps we are taking to respond to this situation.

Last week Governor Jared Polis declared a state of emergency in Colorado. Initially schools, ski areas, sports arenas, and city owned venues were closed and meetings or gathering of people were being discouraged. The emergency declaration has now been updated requiring all **non-essential businesses** to close their offices and have employees work from home.

As a result, you may experience some delays with our answering or returning phone calls and emails. Account openings, investment processing, account closures, distributions, and transfers may also be delayed. Deposits (including contributions, transfers and investment income), Investment transactions and distribution requests will receive preferential treatment and will be processed first.

We are asking for your patience as we implement this transition and for any delays that may occur in our response times. To best aid you, we are asking that your communications be sent to M2 Trust via email versus phone.

Customer Service: [Clientservices@M2trustservices.com](mailto:Clientservices@M2trustservices.com)

Investments: [Investments@M2Trustservices.com](mailto:Investments@M2Trustservices.com)

The well-being of our staff and their families is of the utmost importance, as is providing you with the highest-level service that you deserve and depend on. As we navigate the challenging, evolving conditions, please know that we are using the MOST RECENT guidance from Federal, State and County health agencies. As conditions dictate, we will communicate any further changes of procedures to you.

Thank you in advance for your patience and understanding! Please remember you can access your IRA statements 24/7 online by clicking "Client Login" on the home page of our website.

Stay safe and healthy,

A handwritten signature in black ink, appearing to read 'Paul E. Maxwell', is written in a cursive style.

**Paul E. Maxwell**

President

M2 Trust Services, LLC

**Get the Facts: Other Helpful Resources & Links**

- M2 Trust Toll Free Number: (888) 265-1225
- [Centers for Disease Control General COVID-19 Information](#)
- [Centers for Disease Control COVID-19 Travel Information](#)
- [State of Colorado Department of Public Health & Environment COVID-19 Information](#)
- [Denver Department of Public Health & Environment COVID-19 Information](#)
- [U.S. Travel's COVID-19 Resource Toolkit and Speaking Points](#)